

Indigenous Care Coordinators



Thunder Bay Regional
Health Sciences
Centre



Thunder Bay Regional Health Sciences Centre (TBRHSC), Anishnawbe Mushkiki, and Grand Council Treaty #3 partnered to hire Indigenous Care Coordinators (ICC) to assist Indigenous patients by providing a range of health and mental health navigation, advocacy, discharge planning and support services while receiving care as an inpatient at TBRHSC.

ICCs work as a liaison between the TBRHSC and local community organizations in order to meet the needs of Indigenous patients through the provision of Patient and Family Centred Care (PFCC). PFCC is designed to provide care that is respectful of, and responsive to individual patient/family preferences, needs, values, beliefs, and culture and ensures that those values guide all decisions.

ICCs provide Indigenous patients with physical, emotional, mental, and spiritual comforts and support all aspects of cultural safety when providing PFCC. The ICCs can provide a number of supports for Indigenous inpatients, including:

- Connecting to translation and interpretation services in Cree, Oji-Cree and Ojibwe
- Liaising and advocating for patients and their families with their health care team
- Providing information and education in a culturally sensitive way
- Providing a connection with Non-Insured Health Benefits

- Participating in bed rounds to support patients, nursing staff and interprofessional teams to develop an appropriate plan of care and discharge plan
- Facilitating discharge planning with physician/health care practitioner through an interdisciplinary team approach
- Linking patients and families to helpful community resources by processing referrals and providing clear and accurate information on available community-based services to support patients upon discharge
- Supporting patients and families to make necessary arrangements for assisted living, respite, and/or placement of names on waiting lists for facility care, and liaise with service providers and suppliers to arrange necessary services, equipment and devices, medical supplies, and transportation
- Providing access to iPad lending
- Linking patients to traditional care practitioners and Spiritual Care
- Acting as liaisons with the Compliments & Concerns process for patients and families

These comforts and supports provided by the ICCs lead to increased patient satisfaction and enhanced patient experiences while receiving care at TBRHSC.

ICCs work closely with our team of Indigenous Patient Navigators who provide critical services and supports to Indigenous patients receiving care as part of the Centre for Complex Diabetes Care, Regional Cancer Care, North West Regional Renal Program, and in the Emergency Department.

To connect with one of the Indigenous Care Coordinators, please reach out to:

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All email inquiries/requests can be sent to TBRHSC.IndigenousCareCoordinators@tbh.net

Physician orders can be entered into Meditech under "INDSERV." Procedure: ICC